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FAX # 512-306-0417

OCT 05 2005

DATE: 10/5/2005

Number of Pages to Follow (including cover sheet): 4

SEND TO: United States Patent Office  
Examiner: Marie C. Ubiles  
Group Art Unit: 2642  
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FROM: Amy J. Pattillo  
Tel No: 512-402-9820

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Docket No. AUS92001826US1 Serial No. 10/015,264 Atty: AJP

Applicant: BROWN ET AL

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<input type="checkbox"/> Amendment	<input checked="" type="checkbox"/> Notice of Appeal
<input type="checkbox"/> Amendment AF	<input type="checkbox"/> Appeal Brief (3 copies)
<input type="checkbox"/> Ext. of Time	<input type="checkbox"/> Reply Brief
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Fees: Amendment \_\_\_\_\_ Notice of Appeal 500.00 Appeal Brief \_\_\_\_\_ Other \_\_\_\_\_

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PTO/SB/21 (09-04)

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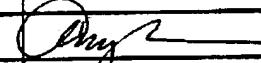
(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission	3	Application Number 10/015,264
		Filing Date 12/12/2001
		First Named Inventor Brown et al.
		Art Unit 2642
		Examiner Name Ubiles, Marie C
		Attorney Docket Number AUS920010826US1

### ENCLOSURES (Check all that apply)

<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached  <input type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s)  <input type="checkbox"/> Extension of Time Request  <input type="checkbox"/> Express Abandonment Request  <input type="checkbox"/> Information Disclosure Statement  <input type="checkbox"/> Certified Copy of Priority Document(s)  <input type="checkbox"/> Reply to Missing Parts/ Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers  <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address  <input type="checkbox"/> Terminal Disclaimer  <input type="checkbox"/> Request for Refund  <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to TC  <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences  <input checked="" type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information  <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
<b>Remarks</b> The Commissioner is authorized to charge payment of any necessary fees or credit any overpayments to deposit account 09-0447  The Appeal Communication is an Appeal Notice.		

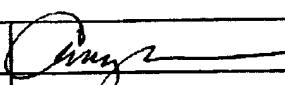
### SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	Amy J. Pattiilo		
Signature			
Printed name	Amy J. Pattiilo		
Date	10/5/05	Reg. No.	46,983

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I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:

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Typed or printed name

Amy J. Pattiilo

Date 10/5/2005 10/5/05

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of  
Michael Wayne Brown et al.  
Serial No: 10/015,264  
Filed: 12/12/2001

Title: PROMOTING CALLER VOICE  
BROWSING IN A HOLD QUEUE  
Docket Number: AUS920010826US1

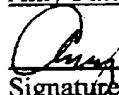
Before Examiner:  
Ubiles, Marie C  
Group Art Unit: 2642

IBM Corporation  
c/o Amy J. Pattillo  
P.O. Box 161327  
Austin, TX 78716  
512-402-9820

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Amy Pattillo

  
Signature

10/5/05  
Date

TRANSMITTAL OF NOTICE OF APPEAL UNDER 37 CFR 41.31

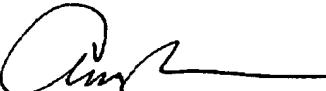
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Applicant hereby appeals from the Examiner to the Board of Patent Appeals and Interferences from the last decision of the Examiner.

Please charge the fee of \$500.00 for submission of this Notice of Appeal to IBM Corporation Deposit Account No. 09-0447.

The commissioner is hereby authorized to charge any additional fee which may be required or credit any overpayment to IBM Corporation Deposit Account No. 09-0447. A duplicate copy of this document is enclosed.

Respectfully submitted,

  
in 10/5/05

Amy J. Pattillo  
Attorney for Applicants  
Reg. No 46,983  
512-402-9820 (phone)  
512-306-0417 (fax)

AUS920010826US1

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10/015,264

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In re Application of  
Michael Wayne Brown et al.  
Serial No: 10/015,264  
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Title: PROMOTING CALLER VOICE  
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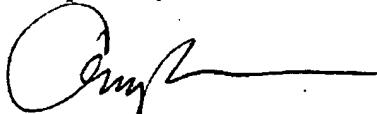
NOTICE OF APPEAL from the Examiner to the Board of Patent Appeals and  
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Dear Sir:

Under 37 CFR 41.31, Applicants hereby appeal to the Examiner to the Board of Patent Appeals and Interferences from the last decision of the Examiner. Specifically, the Examiner's Office Action, dated July 7, 2005, finally rejects claims 1-54. Applicants appeal the rejection of claims 1-29.

Respectfully submitted,



Amy J. Pattillo  
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10/07/2005 BABRAHA1 00000041 090447 10015264  
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